

WHAT IS CLAIMED IS:

1 1. A computer system for scheduling the performance of service actions that
2 involve activities at multiple locations, the system comprising:

3 an engine that associates, based on user input, resource information with both a
4 first task item to be performed at a field location and a second task item to be performed
5 at a central workshop location that is different from the field location, the first and second
6 task items to be completed as part of a service action; and

7 a repository of resource information associable with the first and second task
8 items, the repository including field human resource information so that a specified field
9 technician is associable with the first task item, central workshop human resource
10 information so that a specified central workshop technician is associable with the second
11 task item, and work area information for the central workshop location so that a specified
12 work area is associable with the second task item, wherein:

13 the field human resource information includes availability information for field
14 technicians,

15 the central workshop human resource information includes availability
16 information for central workshop technicians, and

17 the work area information includes availability information for central workshop
18 locations.

1 2. The system of claim 1 wherein:

2 the first task item includes a field human resource skill requirement,

3 the second task item includes a central workshop human resource skill
4 requirement,

5 the field human resource information includes an indication of a skill possessed
6 by particular field technicians,

7 the central workshop human resource information includes an indication of a skill
8 possessed by particular central workshop technicians,

9 the engine associates the specified field technician with the first task item only
10 when the indication of the skill possessed by the specified field technician matches the
11 field human resource skill requirement of the first task item, and

12 the engine associates the specified central workshop technician with the second
13 task item only when the indication of the skill possessed by the specified central
14 workshop technician matches the central workshop human resource skill requirement of
15 the second task item.

1 3. The system of claim 1 wherein the availability information for field
2 technicians is provided to the repository of resource information from a computer system
3 other than the computer system for scheduling the performance of service actions.

1 4. The system of claim 1 wherein the availability information for central
2 workshop technicians is provided to the repository of resource information from a
3 computer system other than the computer system for scheduling the performance of
4 service actions.

1 5. The system of claim 1 wherein the availability information for central
2 workshop locations is provided to the repository of resource information from a computer
3 system other than the computer system for scheduling the performance of service actions.

1 6. The system of claim 1 further comprising mobile clients capable of
2 communicating with the engine.

1 7. The system of claim 6 wherein the engine is configured to send the first
2 task item for the service action to a mobile client.

1 8. The system of claim 6 wherein the engine is configured to send the second
2 task item for the service action to a mobile client.

1 9. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies the specified field technician to be associated with
3 the first task item.

1 10. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies the specified central workshop technician to be
3 associated with the second task item.

1 11. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies the specified work area to be associated with the
3 second task item.

1 12. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies an amount of time spent on the first task item or an
3 amount of time spent on the second task item.

1 13. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies a spare part used in performing the first task item
3 or a spare part used in performing the second task item.

1 14. The system of claim 6 wherein the engine is configured to receive, from a
2 mobile client, user input that specifies whether the first task item is completed or
3 specifies whether the second task item is completed.

1 15. A computer-readable medium or propagated signal having embodied
2 thereon a computer program configured to schedule the performance of service actions
3 that involve activities at multiple locations, the medium or signal comprising one or more
4 code segments configured to associate, based on user input, resource information with
5 both a first task item to be performed at a field location and a second task item to be
6 performed at a central workshop location that is different from the field location, the first
7 and second task items to be completed as part of a service action, wherein the resource

8 information associable with the first and second task items includes field human resource
9 information includes availability information for field technicians and a specified field
10 technician is associable with the first task item, central workshop human resource
11 information includes availability information for central workshop technicians and a
12 specified central workshop technician is associable with the second task item, and work
13 area information includes availability information for central workshop locations and a
14 specified work area in a specified central workshop location is associable with the second
15 task item.

1 16. The medium or signal of claim 15 wherein:
2 the first task item includes a field human resource skill requirement,
3 the second task item includes a central workshop human resource skill
4 requirement,
5 the field human resource information includes an indication of a skill possessed
6 by particular field technicians,
7 the central workshop human resource information includes an indication of a skill
8 possessed by particular central workshop technicians,
9 the one or more code segments are configured to:
10 associate the specified field technician with the first task item only when the
11 indication of the skill possessed by the specified field technician matches the field human
12 resource skill requirement of the first task item, and
13 associate the specified central workshop technician with the second task item only
14 when the indication of the skill possessed by the specified central workshop technician
15 matches the central workshop human resource skill requirement of the second task item.

1 17. The medium or signal of claim 15 wherein the one or more code segments
2 comprise one or more code segments configured to send the first task item for the service
3 action to a mobile client.

1 18. The medium or signal of claim 15 wherein the one or more code segments
2 comprise one or more code segments configured to send the second task item for the
3 service action to a mobile client.

1 19. The medium or signal of claim 15 wherein the one or more code segments
2 comprise one or more code segments configured to receive, from a mobile client, user
3 input that specifies the specified field technician to be associated with the first task item.

1 20. The medium or signal of claim 15 wherein the one or more code segments
2 comprise one or more code segments configured to receive, from a mobile client, user
3 input that specifies the specified central workshop technician to be associated with the
4 second task item.

1 21. A computer-implemented method for scheduling the performance of
2 service actions that involve activities at multiple locations, the method comprising
3 associating, based on user input, resource information with both a first task item to be
4 performed at a field location and a second task item to be performed at a central
5 workshop location that is different from the field location, the first and second task items
6 to be completed as part of a service action, wherein the resource information associable
7 with the first and second task items includes field human resource information includes
8 availability information for field technicians and a specified field technician is associable
9 with the first task item, central workshop human resource information includes
10 availability information for central workshop technicians and a specified central
11 workshop technician is associable with the second task item, and work area information
12 includes availability information for central workshop locations and a specified work area
13 in a specified central workshop location is associable with the second task item.

1 22. The method of claim 21 wherein:
2 the first task item includes a field human resource skill requirement,
3 the second task item includes a central workshop human resource skill
4 requirement,

5 the field human resource information includes an indication of a skill possessed
6 by particular field technicians,
7 the central workshop human resource information includes an indication of a skill
8 possessed by particular central workshop technicians,
9 the method further comprising:
10 associating the specified field technician with the first task item only when the
11 indication of the skill possessed by the specified field technician matches the field human
12 resource skill requirement of the first task item, and
13 associating the specified central workshop technician with the second task item
14 only when the indication of the skill possessed by the specified central workshop
15 technician matches the central workshop human resource skill requirement of the second
16 task item.